Office of Information Technology Services

Project Portfolio Management Tool

Project Status Reporting Process

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1 Document History

1. <u>Revision History</u>

Revision #	Revision Date	Description of Change	Author
1.0	8/04/2005	Initial Document	J. Tulenko
1.1	8/26/2005	Clarified section of document	J. Tulenko
1.2	10/14/2005	Deleted section on "First Status Report after Converted by EPMO Office"; Changed use of "Forecast Date" fields in Schedule tab; Change frequency of status reporting for projects between $500K and $3M	J. Tulenko
1.3	11/23/2005	Added difference between Owner and Owner of Issue/Risk	C. Richards
2.0	1/10/2006	Replace Sections 3.3 and 3.4 with Checklist for Monthly Project Status Report	J. Tulenko
2.2	3/28/2006	Update Info About Status Reporting and Gate Approval	C. Richards

2 Purpose

This document has been created to assist project managers (PM's) in the use of the Project Portfolio Management tool for project status reporting to the ITS EPMO Quality Assurance staff.

The document is divided into several sections:
- Section 3.1 gives some overall information on status reporting.
- Section 3.2 explains the general steps taken in status reporting.
- Section 3.3 is a checklist to use for Monthly Project Status Reports

3 Project Status Reporting

3.1 Overall Information
- For projects over $500K (total investment/total life cycle costs), project status reports must be submitted monthly to the EPMO QA staff.
- Historically, status reports were focused on the current phase of a project. Please be careful to note whether the information being provided is for the entire project (or even overall investment, which would include Operations and Maintenance after the project is complete) or just for a given workflow phase of a project. Please see the "NC Workflow" at http://www.scio.state.nc.us/PortfolioManagementInitiative.asp for more details on the workflow phases.
- What was historically called "Implementation" included what is now called "Execution and Build" in the tool (and the new "Implementation" in the tool primarily covers statewide rollout).
- What was historically called "planning costs" are now included in the "Budget Cost" tab.
- Since project data is frozen during the approval process, project status reporting can **NOT** be **initiated** while the project is in the gate review and approval process. The two processes can **NOT** occur at the same time. If it is close to status reporting time, status reports should be done before moving the project into the gate review and approval process.

3.2 Flow of Project Status Reporting Process in the Tool

Note
- The flow of project status reporting is controlled with the use of the "Project Status Report Step" attribute (referred to as "status" for short in this section)
  - o This field is found on the "Status Tab" near the bottom (just above the "Accomplishments this Period" section)
  - o Tool Tip: users can add an "Alert Subscription" of type "Attribute Value Changed" for the "Project Status Report Step" attribute when it is the condition of "Value has Changed". Tool users will then receive an email when the status state is changed and know when it is time to review it (this is done on a per-project basis)

Step 1
- Project manager (PM) sets the status to "Preliminary"
- PM updates the project's status information (see sections below for details on how to update)

Step 2
- PM sets status to "Agency Review"
- Project status reviewed within agency
  - o This step is agency specific. In some agencies, the PM's supervisor may review the status before having the PM send it to the EPMO QA staff, in other agencies, the agency PMO office may review it before it is sent to the EPMO QA staff.

Step 3
- By Friday of the week of the 15th of each month, all project status reports must be completed by the PM and ready for EPMO QA staff review
- PM sets status to "QA Review"

Step 4
- EPMO QA staff does their assessment
  - o Sets the indicators for the project and add indicator comments appropriately
  - o Add issues to the "Issues and Risks" tab (with Source = "EPMO") if appropriate.
  - o Reviews the agency updates to the issues that they previously entered
- EPMO QA staff sets the status to "QA Project Assessment Finalized"
- EPMO QA staff runs the Project Status report and saves the PDF output.
- EPMO QA staff does the snapshot for that month, preserving the status, and the project in the tool is ready for next month's input

3.3 Checklist for Monthly Project Status Report

Project Portfolio Management Tool	

Log on to the State of North Carolina UMT Project Portfolio Management Tool at
https://www.ppm.state.nc.us

- Select the required project in PPM project inventory by agency by clicking on the "Lock" symbol along side the project name and then on "Edit" button at the bottom of the page.
- Verify that you are in the correct month's "snapshot".

  ** Note: Open the project, and look under "Report" near the top, left side for the current snapshot month/year. This should be set to the month that just ended (i.e., if your status report is due on August 18, 2006, the snapshot should say "July 2006"). If the snapshot month/year is not correct, contact the EPMO on 754-6607. **

Project Info tab:	

Project Info is the default screen for all projects.

- Update, if appropriate.

  ** Note: Verify that the "Start Date" and "End Date" are aligned with the forecast dates in the "**Schedule**" tab. **

  ** Note: Verify that the "Benefits Start" date is correct. **

  ** Note: Verify the "Deliverables" responses. **

Risk tab:	

Click on the "diamond" on top line right corner and select **Risk** on the drop down list.

- Update, if appropriate.

	Cost Tracking tab:

	Click on the "diamond" on top line right corner and select **Cost Tracking** on the drop down list.
	
	• Click on Arrow of drill down to get drop down list and select **Level 4**.
	• Collapse the phases that will not be updated by clicking on the minus (-) sign next to the phase.
	• Go to "Actual Costs" column for the current month and click on 'lightening bolt' of the Level 4 line item you want to enter cost.
	• Input the "Actual Cost" in the appropriate "Cost Centers" for current month (**at Level 4**).
	• Click **Update** to save the data.
	
	  ** Note: if you have no actual costs for the month, please enter "$0" so that the Cost Forecast for the current month will be updated correctly. **
	
	• Switch from "Cost Tracking" to "**Cost Forecast**".
	• Click on Arrow of drill down to get drop down list and select **Level 3** or **Level 4**.
	• Collapse the phases (if using **Level 4**) that will not be updated by clicking on the minus (-) sign next to the phase.
	• Update the monthly forecast (**at Level 3 at a minimum**) for the remaining months of the project.
	
	  ** Note: This will be used to determine "Estimate to Complete" dollar information for the phase. **
	
	  ** Note: When "Actual Cost" information is updated for a given month, that "Actual Cost" dollar amount will replace the "Forecast" cost for the month. **
	
	** Note: The forecast should already be entered at the start of a project but may be modified if you expect the future costs to change for the project. Enter Cost in the appropriate Cost Centers and click "OK". This has to be repeated for every month remaining in the project that you expect to change. **
	
	• Click on **Update** to save data.
	
	** Note: Changes in the project's phase **budget** (NOT Forecast) needs to be approved by the Office of Management and Budget. Use the **Change Request** button on the "Project Info" tab Request a budget change.

Status tab:	

Click on the "diamond" on top line right corner and select **Status** on the drop down list.

- Set "Project Status Report Step" attribute to "Preliminary" [near bottom of tab].
- Update "Hours" information for the current phase and the current month:
    1. Phase Month Actual Hours;
    2. Phase Month Plan Hours;
    3. Phase to Date Actual Hours;
    4. Phase to Date Plan Hours;
    5. Total Phase Estimated Hours; and
    6. Verify that "Estimate to Complete Phase Hours" are correct.

    ** Note: If this is the first status report in a **new phase**, don't forget to zero out (0) the monthly (**NOT "To Date"**) hours for actual and planned for the preceding phase and input the "Total Approved Phase Hours" and "Total Approved Phase Budget Dollars" for the new phase of the project. **
    ** Note: If Total Phase Estimated Hours equal Phase to Date Actual Hours then Estimate to Complete Phase Hours should be zero (phase complete).

- Verify that the "Total Approved Phase Budget Dollars" and "Estimate to Complete Phase Dollars" are correct.
- Update "Business Functional Requirements" section.
- Update "Accomplishments this Period".
    ** Note: Ensure "Plans for Next Period" in last month's status report is addressed in the current month's report. **
- Update "Plans for Next Period".
- Click on **Update** (bottom of page).

    ** Note: If you have variances or other information that you would like to explain in more detail, use the "Indicator Comments" fields associated with the various Indicators (the "Jellybeans"). **

    ** Note: You will be updating indicator comments before the EPMO QA group does its assessment for the month. Your comments will be read by the EPMO QA group before they do this month's assessment.
    You can pick the appropriate indicator that your issue or variance refers to and click on the indicator. That will give you a pop-up window which includes the comment field for that indicator. There you can type in whatever explanation is necessary. To make it clear whether this comment is coming from the agency versus from the EPMO QA staff, you should start your comment with the name of the person who is adding the information and date added. The "EPMO QA" staff will then add their comments when they do their assessment. **

	Schedule tab:

	Click on the "diamond" on top line right corner and select **Schedule** on the drop down list.
	
	• Click on the radio button of the "Phase" you want to update and click on "Edit".
	• Modify the "Completion %" to reflect current status of Phase completion and click on **Update**.
	• Repeat the previous step for all active workflow phases.
	• Modify "Actual %" to reflect current status of total completion percentage for the entire project and click on **Update**.
	• Check "Milestones", if any completed but date is different – click on radio button of Milestone Name and click on Edit. Modify Forecast Date to reflect actual date completed and click on "**Update**" to save all data.
	
	  ** Note: Ensure that you update the "Actual % Complete" for the overall project. **
	
	  ** Note: Ensure that "Milestones and Key Project Deliverables" and "Phases" are updated either manually or via MS Project/SAP import. **
	
	  ** Note: If possible, utilize the MS Project import wizard within the tool. **

	Issues and Risk tab:
	Click on the "diamond" on top line right corner and select **Issues & Risks** on the drop down list. ** Note: Review the bottom of the Issues and Risks list and if you see "1 <u>2</u> " then click on the down arrow of Items per list (just below the Diamond on top line right corner) and select 20, 50 or 100 to display the entire list. ** • Review the right most columns under 'Completed' and <u>any</u> line indicating 'Not completed' requires a response to address the respective Issue or Risk. • Click on the radio button to the left of the Issue or Risk and then click on "**Edit**". • The data now displays the 'Date Entered', 'Author', 'Due Date', 'Owner', 'Weight', 'State' and Detailed Description of the Issue/Risk. • If you are listed as the 'Owner' then fill in the Resolution Description that addresses the Issue/Risk with the Date, Initials and actions or plans with dates to resolve the Issue or Risk. • If the actions satisfy the Issue or Risk then click on down arrow of 'State' and select "Close" and then click on "**Update**". • Add/update issues and risks accordingly, including updating previously entered EPMO issues (closing them as appropriate). ** Issues/Risks should not be closed until resolution is complete. ** ** Ensure that all open issues/risks have a "Due Date" "Resolution Description" and "Owner of Issue/Risk" assigned. ** ** Ensure that the status of all updated issues and risks are approved by agency management. ** ** Note: For each issue or risk listed on the Issues & Risk tab there will be two people assigned to the issue or risk, 'Owner' and 'Owner of Issue/Risk'. The 'Owner' is the person with a PPM license who will be primarily responsible for the issue/risk (this is usually the project manager). The 'Owner of Issue/Risk' is usually the person who is best suited for resolving the issue/risk, but need not have a PPM Tool license. The 'Owner of Issue/Risk' field is updated by the 'Owner'. ** ** Note: Do not close the Issue or Risk if you need to make added entries (i.e., plans need actions to resolve the problems). A 'State' of Close will prevent any additional entries or modifications to that particular Issue or Risk. **

Project Reports tab:

Click on the "diamond" on top line right corner and select **Project Reports** on the drop down list.

- Once all fields are updated, review "Project Status Report" for accuracy.
- Run the Project Status Report by single clicking on the Adobe Acrobat PDF icon.
- Review the Project Status Report to make sure that no additional edits are required.

** Note: For best printing results, use PDF format (this requires Acrobat Reader Version 6 or later to view or print). Optionally, HTML can be used (but for printing HTML, "landscape" and "90%" is recommended). **

Document Management tab:

Click on the "diamond" on top line right corner and select **Document Management** on the drop down list.

- Attach appropriate supporting documentation.

** Note: Project deliverables, identified in the "Agency Document Checklist" of the "State of North Carolina PPM Workflow" diagram should be maintained in a project notebook and may be filed in the **Document Management** tab. **

Status Report Approval:

Click on the "diamond" on top line right corner and select **Status** on the drop down list.

- Set "Project Status Report Step" attribute to "**Agency Review**" (near bottom of tab).
- Report should be reviewed and approved by appropriate personnel in the agency.
- Set "Project Status Report Step" attribute to "QA Review" (near bottom of tab).

** Note: When the agency has approved the project status report and set the "Project Status Report Step" to "**QA Review**", the EPMO QA group will be electronically notified (through the "**Alert**" system) that the project is ready for QA review. **

** Note: When the EPMO QA group has completed the project assessment, the "Project Status Report Step" will be set to "**QA Review Finalized**". The agency may use the "**Alert**" facility to be electronically notified when EPMO QA assessments are completed. **

Additional Checklist for First Status Report on a NEW Project

	Task
	Verify that you are in the correct month's "snapshot": [Open project, and look under "Report" near the top, left side for the current snapshot month/year. For a new project, this will say "Current Snapshot", which means no snapshot has been completed for this project].
	Budget Cost tab:
	As you exit the "Initiation" phase and move into the "Planning & Design" phase, you were only required to have Level 1 Budget Cost data input at an annual (fiscal year) basis. Once you move into "Planning and Design", the annual data is automatically prorated by the number of months in that fiscal year (may not always be 12 for the first and/or last years). Before your first status report, you will need to modify your budget cost data for the months you are in planning and design, and input those months at Level 3 (or preferably go directly to Level 4, which will be required for all phase costs before exiting this phase). The total amount of the Planning and Design phase in the Budget Cost tab should match the value entered for "Planning Phase Cost" on the Project Info tab. This will allow the tool to determine your "Planning and Design" budget costs accurately for the status report.
	Status tab:
	Input the "Total Approved Phase Budget" for the hours and dollars for the "Planning and Design" phase of the project (should also match the value entered for "Planning Phase Cost" on the Project Info tab).

	Schedule tab:
	You will need at a minimum, the "Workflow" phases added to the project (and depending on your type of project, you may also need some or all of the "SDLC" phases). If importing from MS Project: • Milestones will be imported if marked as milestones in MS Project • Phases will be imported down to the MS Project "Task Outline Level for Phase Matching"; • Be sure not to have duplicate phases or milestones (or the project will not be imported). Milestones may also be manually entered.